

# Avoid these cross-cultural traps!



world

peace

Even the simplest  
hand gestures can  
land you in hot water  
when you are communicating  
with people from  
different cultures.



*Here are some common hand  
gestures you should avoid...*

# THUMBS UP:

- North Americans (and many others) use this signal to say "Good Job!"

BUT

- In some places such as Nigeria and Australia it is considered offensive.

- In Germany it means "One, please" when ordering drinks!

# V-- for Victory:



--Here, in the U.S., we use it as a celebratory gesture...

## BUT

-- anywhere else it may be offensive, especially if the back of the hand faces outward.



# The hand gesture for OK



-- Americans know that this signifies approval...

**BUT**

-- In Japan it means money

-- In France it means zero

and

-- In Brazil it carries a vulgar connotation



# Crossed Fingers



--In Northern America you may cross your fingers for good luck or telling a lie...

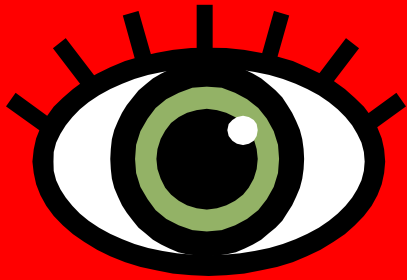
**BUT**

-- Elsewhere in the world it may be interpreted as an indication that something is good, or swear an oath...

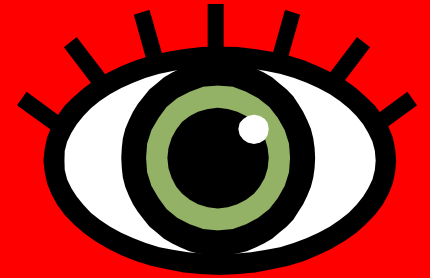
-- Some people may also interpret it as sexual union!

# The Eye Pull

-- It is not commonly used in the U.S...



BUT



--placing a finger on your  
cheekbone and pulling down a little to widen  
the eye means "I am alert" in France

-- In Spain it means "be alert."

-- In Saudi Arabia, the gesture  
indicates stupidity

# Why aren't you LISTENING???



Identifier

Mind reader

Dreamer

Derailer

Filterer

Rehearser

Compuar

Sparrer

Placater





Are you listening or JUST hearing?  
If you want to listen so you REALLY  
hear, make sure you are  
not the any of the following...

# Mind reader:

If you are trying to guess what a person is REALLY feeling or thinking...



you will not hear much of anything.

# Rehearser

When you are rehearsing what you will say next in your mind



you aren't comprehending what the person you are talking to is telling you.

# Filterer

Also known as selective hearing:  
when you listen only what you  
**WANT** to hear



you do not hear what the person  
is **ACTUALLY** saying

# Dreamer

Blah blah blah  
blah blah blah  
Blah blah ARE  
YOU LISTENING  
TO ME?!



...Uh huh...  
Hey will you  
repeat  
that?

Drifting off during a face-to-face  
conversation can lead to an  
embarrassing "What did you say?" or  
"Could you repeat that?"

# Identifier

My cat got hit by a car and died... I've been crying all night and I have not slept... can I have the day off?

meow...

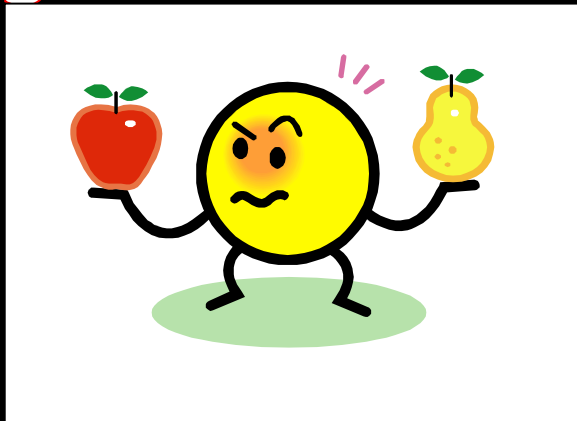


My cat died... But that was like, four years ago.

If you relate everything you hear to your own experiences you probably didn't hear what was said.

# Comparer

When you are too busy  
assessing the messenger



you are sure to miss  
the intended message

# Derailer



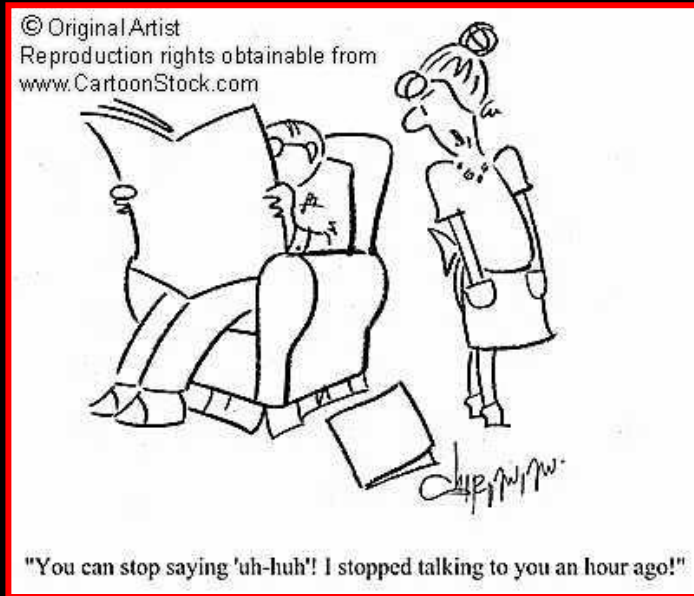
Changing the subject too fast  
will tell your conversation mate  
that you are not really interested  
in anything they have to say...

# Sparrer



You hear what's said but  
quickly battle or discount it.

# Placater



Agreeing with everything you hear just to be nice or avoid conflict does not mean you are a good listener.